

## WHAT IS CLAIMED IS:

1. A system for distributing information to closed user groups comprising a system server (17), preserving
- 5 personal settings of members of said closed user group, that is connected to Internet (11), to a GSM network (1) and to an external system interface (20), where the system provides mail services, GSM-services, voice mail services, GSM-services, IN services or another service being
- 10 subscribed of a telephone provider, **characterized** in that the system also comprises
- a central database (21), which stores all notifications together with their status of distribution,
  - a message database (22), which contains the prepared

15 message e.g. SMS, Voice messages, E-mail, Fax or, Telex messages, that are to be distributed to the different medium,

  - message distribution databases (23)-(27), which contains all incoming notifications and prepared messages

20 that have to be distributed to the requested addresses as well as all the feedback status information received from the user,

  - information databases (28)-(30),
  - a message generator (34) for generating messages

25 according to a profile previously specified by the member of the closed user group, which selects a notification from the central database (21), creates a new message for distribution by one of the selected media, and stores the prepared message in the message database (22) for further

30 distribution, and

  - a message sender (35) for distributing the information to the user, which selects the available messages from the message database (22) and distributes the different messages types to the different distribution media,

35 - distribution senders (36), (38), (39), (41), (42) for sending messages to the user,

- distribution receivers (37), (38), (40), (43) for sending messages to the user, and
  - a message status handler (44), which reads out new information received in the medium databases for
- 5 registration purposes to provide feedback for system and the central database (21).

2. An information distribution system according to Claim 1, **characterised** in that message distribution databases

10 (23)-(27) are:

- a SMS message database (23), which contains all incoming notifications and prepared SMS messages that have to be distributed to the requested addresses as well as all the feedback status information received from the user
- 15 via SMS,
- a voice message database (24), which contains the prepared voice messages that have to be distributed and the status of the voice messages,
  - an E-mail message database (25), which contains all
- 20 prepared E-mail messages that have to be distributed to the requested addresses as well as all the feedback status information received from the user via E-mail,
- a Fax message database (26), which contains all prepared Fax messages that have to be distributed to the
- 25 requested addresses,
- a Data message database (27), which contains all prepared data messages that have to be distributed to the requested addresses as well as all the feedback status information received from the user via data messages,
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3. An information distribution system according to Claim 1, **characterized** in that the system comprises

- a History information database (28), which contains the history information in regard to users and events,

35 - a System info database (29), which contains all system parameters for tuning the system,

- a Personal information database (30), which contains the user specific information such as the user's service description including the templates which are used to generate messages for different medium in different languages,

4. An information distribution system according to Claim 1, **characterized** in that the system comprises
- a SMS sender (36), which distributes SMS-messages to the user,
  - a Voice Response Unit (VRU) sender/receiver (38), which handles inbound calls as well as outbound calls, that are handled according to the information stored in the voice message database (24),
  - an E-mail sender (39), which distributes E-mail messages to the user,
  - a Fax message sender (41), which distributes Fax-messages to the user,
  - a Data message sender (42), which distributes Data messages to the user,

5. An information distribution system according to Claim 1, **characterized** in that the system comprises
- a SMS receiver (37), which receives SMS-messages from the user,
  - a Voice Response Unit (VRU) sender/receiver (38), which handles inbound calls as well as outbound calls, that are handled according to the information stored in the voice message database (24),
  - an E-mail receiver (40), which receives E-mail messages from the user,
  - a Data message receiver (43), which receives Data messages from the user,

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6. An information distribution system according to Claim 1, **characterized** in that the system comprises

- a third party interface (31), which connects the system to an external system,
- a third party application database (32), which contains the information of an external system,
- 5 - a unit for classifying and updating history information (33), which stores the updated information to the history information database (28),
- a unit for having a user accessing the Internet page of the service provider and enter the notification
- 10 information to his specific user profile,

7. An information distribution system according to Claim 1, **characterized** in that the system comprises

- a Presentation layer (45), which is used to maintain
- 15 and monitor the service and as an interface for accessing all databases and processes

8. A method in a system for distributing information to closed user groups according to claim 1, **characterized** in

20 that the method comprises the steps of

- translating a new message into a notification message by message generator (34) according to settings in the Personal information database (30),
- informing the customer in case of a notification (46)
- 25 using a certain medium,
- selecting a new medium (51) in case the customer can not be reached with a certain medium,
- repeating (53), (54) the steps of informing the customer and selecting a new medium (51) using all
- 30 specified media until the customer is reached (55).

9. An airline information distribution system according to Claim 1, **characterized** in that the system is configured so, that

- 35 - when a notification is sent (①) from the external system (20) to the system server (17), the system server (17) will send (②) a notification and an alternative

flight offer over a medium (18) that is selected according to the user profile and that

- when in case there is no response from the customer (18), an alternative medium (19) is selected according to the user profile (③), (④), and that
- when the customer confirms (⑤) the alternative flight booking there is a confirmation sent (⑥) back to the customer.

10 10. An airline information distribution system according to Claim 9, **characterized** in that the system is configured so that a user can specify the conditions, in which the system server (17) will send notifications towards the user, and how the notifications are to be performed.

15 11. An airline information distribution system according to Claim 9, **characterized** in that the system is configured so that a user can access the Internet page of the service provider and enter the notification information to his specific user profile.

20 12. An airline information distribution system according to Claim 9, **characterized** in that the system is configured so that the user (19) can select to whom (60) (⑤) the notifications are to be sent to.